Eligibility Policy Feedback Session

Medicaid Oversight and Accountability Task Group

Presented by: Nicole Duran Jones and Joshua Montoya

COLORADO
Department of Health Care
Policy & Financing

Agenda

- LTSS Feedback Session
- Today's Session - Let's talk about Eligibility Policy!
- What we've heard
- Our Exercise Today
- Next Steps from Today's Session
- Our Next Session

COLORADO
Department of Health Care
Policy & Financing

LTSS Feedback Received

- Numerous challenges documented with policy and process
- Training opportunities for unclear guidance or processes
- Needed systems improvements

What HCPF is doing with this feedback:

- Working to create countermeasures that address feedback
- Coordinating with case management agency team to address systemic feedback

COLORADO
Department of Health Care
Policy & Financing

Purpose of Today's Session

- We want to continue to hear from you!
- LTSS Feedback Session produced phenomenal feedback - we'll be working to address those challenges over time
- Today's topic: Eligibility Policy
  - What in or about policy can be challenging or makes everyday processing harder?
  - Are there things in policy that can make your life easier, if there were more of them?
  - Are there aspects of eligibility policy that you think may drive audit or QA findings?
  - THINK: Policy and the intersection with training, systems and operational guidance

COLORADO
Department of Health Care
Policy & Financing

What we've heard and learned

- Confusing or contradictory policies or guidance
- Policy that may be difficult to operationalize in CBMS
- Challenges meeting policy expectations when working with outside agencies or vendors
- Policies that require manual processes, which can cause delays and QA errors
- Policy decisions that make it challenging to work with applicants and members
- Need for additional policy support

COLORADO
Department of Health Care
Policy & Financing

Our Exercise Today

- Exercise to gather pain points with MA Eligibility Policy
- Go to the Miro Board (link in the Adobe box)
- Respond to the question "What are your challenges to MA Policy?" with one response per post it
- Responses will be grouped by affinity and added to the Fishbone diagram to explore further

COLORADO
Department of Health Care
Policy & Financing

Next Steps from Today's Session

- Perform analysis as we did for LTSS feedback and work to develop countermeasures
- What can countermeasures look like?
  - A system change or improvement
  - Clarified or new rule, guidance (Memo) or training
  - A new performance or accuracy measure on the dashboard
  - A review element in QA reviews
  - Technical assistance, virtual or on-site support
  - Other types of countermeasures

COLORADO
Department of Health Care
Policy & Financing

Our Next Session

- December 18, 10am - 12pm
- This session will be a debrief over the past five months of work
  - ➢ A quick check-in on the ME Review Program, which launches in January 2021!
  - ➢ Eligibility Site Dashboards are also being finalized and will be launched in January or February
- Heads up on upcoming work
- THANK YOU for your participation, engagement and honest feedback over the past five months!!

COLORADO
Department of Health Care
Policy & Financing

Questions?

Contact Info

Nicole Duran Jones
Performance Improvement Team Supervisor
nicole.duranjones@state.co.us

Joshua Montoya
Local Partnerships & County Programs Section
Manager
joshua.montoya@state.co.us

COLORADO
Department of Health Care
Policy & Financing

Thank you!

COLORADO
Department of Health Care
Policy & Financing